

MiScorecard Performance Summary

Department Name: MDCS
Executive/Director: Jeremy Stephens
Period: June 2012 (Submitted July 2012)

↑ Performance Improving
→ Performance Staying the Same
↓ Performance Declining

90% or greater of target
>=75% to <90% of target
less than 75% of target

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition	
Measure #	Customer/Constituent							
1	Obtain HR Total Satisfaction score of 93%		↑	93.0%	90.5%	90.0%	Monthly	Goal is to improve total HR Satisfaction. The metric takes into account the yearly HR Survey score and the MI HR monthly survey data
Measure #	Internal Business Processes							
2	Implement 10 Lean Projects		→	10	4	4	Monthly	The goal is to implement 10 lean projects in calendar year 2012. To date we have implemented 4 projects.
Measure #	Learning and Growth							
3	Increase MI jobs hit rate		↑	8.0%	9.1%	5.0%	Quarterly	The goal is to increase the jobs hit rate by 15%, this is how much traffic the Civil Service job portal (position within state government) receives on a quarterly basis

NOTE:
Due to a change in leadership effective July 27, 2012, the metrics currently used by Civil Service are being reviewed. More information will be provided by the end of August.